me to provide loans from nationalised banks to agro-based industries;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) Reserve Bank of India (RBI) has been issuing guidelines from time to time to all nationalised banks regarding advances to be extended to agriculture and allied activities, non-farm activities including agriculture based industries. The requirements of credit for such acti-vities are being met by the banks based on the size of operation, nature of activities, their viability and unit cost fixed by the technical committees at the district level. The refinance assistance is made available by the National Bank for Agriculture and Rural Development (NABARD) to the financing banks for setttng up of agro processing and/or for integrated agricultural projects which have investment components for processing activities. The refinance is provided to *the* extent of 90 per cent of term loans for 100 per cent export oriented units and at 75 per cent in respect of other units-

Faulty telephones ta Delhi

*10. DR. RANBIR SINGH:
SHRI RAM NATH KOVIND:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the persistent faults in Delhi Telephones;

(b) whether it is a fact that instead of getting the required call, the consumers hear the recorded message that 'this telephone number does not exist' particularly in Janpath Exchange;

(c) whether it is also a fact that a number of complaints are not being attended to by the Mahanagar Telephone Nigam Limited, Delhi; and

(d) if so, what remedial steps are being taken in this direction and whether the subscribers will be refunded licence fee of the period for which their phones remain out of order?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. In such cases, special attention is paid by arranging inspection of the affected telephones.

(b) and (c) Sir, Complaints of the subscriber are being given due attention and faulty telephones are being set right promptly. Only in case of cable breakdowns, the time taken is little longer. In such cases, the subscribers are being informed about the delay

(d) With a view of enhancing customer satisfaction old technology exchanges and cables are progressively being replaced by new technology equipment and in addition rebate in rental is given when telephone services are interrupted/suspended continuously for seven or more days.

Dharna by GIC and LIC employees

*11. SHRI CHATURANAN MISHRA:
SHRI GURUDAS DASGUPTA:

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that an American insurance delegation visit ed India to have discussions with Government on the privatisation *ot* insurance industry in the country;

(b) if so, the details and the out come of the visit;

(c) whether the employees of LIC and GIC staged a dharna outside the Jeevan Bharti building in New Delhi on 30th January protesting